

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. Post Belmopan, Belize		2. Agency Department of State		3a. Position Number 310905100063
3b. Subject to identical positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____ <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain) <u>New Incumbent</u>				
5. Classification Action	Position Title and Series Code		Grade	Initials
a. Post Classification Authority Post RHRO	Protocol Assistant FSN-0120-07		07	06/12/2008
b. Other				
c. Proposed by Initiating Office				
6. Post Title Position (if different from official title) N/A		7. Name of Employee Vacant		
8. Office/Section Executive Section		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. Vacant _____ Printed Name of Employee _____ Signature of Employee Date(mm-dd-yyyy)		10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor _____ Signature of Supervisor Date(mm-dd-yyyy)		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Printed Name of Section Chief or Agency Head _____ Signature of Section Chief or Agency Head Date(mm-dd-yyyy)		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Management or Human Resources Officer _____ Signature of Management or Human Resources Officer Date(mm-dd-yyyy)		
13. Basic Function Of Position See attachment.				

14. Major Duties And Responsibilities

_____ % of Time

See attachment.

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15. Qualifications Required For Effective Performance

a. Education

Completion of an Associate's Degree is required.

b. Prior Work Experience

Two years experience in protocol affairs, public relations, customer service, administrative support, or a similar field, or a combination thereof are required.

c. Post Entry Training

On-The-Job training in Embassy protocol procedures and State Department administrative regulations and procedures. PS800 – CyberSecurity Awareness; (FRC) Protocol Training; Computer Program Training as needed (e.g., Windows Time & Attendance, Access, Print Shop Deluxe, Corel Draw).

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).

Level IV (Fluent Working Knowledge) Speaking/Reading/Writing English is required.

e. Job Knowledge

Good working knowledge of local protocol guidelines including general etiquette and social mores is required. Good working knowledge of photography programs. Excellent working knowledge of Microsoft Word, Outlook, Excel and PowerPoint is required. Good working knowledge of efficient secretarial/office management systems is required.

f. Skills and Abilities

Excellent organizational and interpersonal skills are required. Must be able to work flexible work hours at the request of the supervisor or the Chief of Mission.

16. Position Element

a. Supervision Received

Incumbent is directly supervised by the Ambassador's Office Manager. Incumbent may also work closely with the Ambassador, DCM, and Officers in the Economic/Political Section.

b. Supervision Exercised

None.

c. Available Guidelines

2 FAM and Diplomatic Social Use book; 5 FAH-1 Correspondence Handbook and Standardized Regulations.

d. Exercise of Judgment

Tact, initiative, and good judgment are required. Ability to prioritize work assignments and to take initiative to suggest appropriate action, particularly to avoid potential slights of protocol are required. Ability to multi-task, ability to change plans on a moment's notice and flexibility are required.

e. Authority To Make Commitments

Makes commitments in the actual setting up of venues for official events, and makes appointments as requested. Acts as occasional money holder and is responsible to the Embassy Cashier and the Supervisor for receipts.

f. Nature, Level, and Purpose of Contacts

Public and private sector personnel for purposes of scheduling appointments for official visitors and for maintaining contact lists.

g. Time Expected to Reach Full Performance Level

One year.

13. Basic Function of Position:

The Protocol Assistant is responsible to the Ambassador's Office Manager, Ambassador, and DCM. Incumbent supports other Embassy section officers and agency heads when necessary. The incumbent organizes representational and official events sponsored by the Embassy, to include budget preparation, site visits, invitation preparation and caterer/independent contractor coordination. Incumbent addresses all protocol matters, maintains the main contact database for events and general use and prepares and tracks representational vouchers. Incumbent liaises with the staff at the Chief of Mission Residence (CMR) and the Embassy on issues pertaining to repairs or supplies required. Incumbent supervises and trains CMR staff for every event held at the CMR and official events held elsewhere.

14. Major Duties and Responsibilities:

PROTOCOL

65% OF THE TIME

Event Planning

Incumbent is the point of contact on representational and other official events sponsored by the Embassy, often working at least six months in advance within a budget set by the Management Office.

Incumbent serves as site advance staff throughout Belize for representational events such as official Fourth of July and holiday functions.

Develops and maintains Embassy master invitation lists and other invitation lists for the Ambassador and DCM as required. Informs Security of all visitors and functions held at the Ambassador's Residence.

Prepares all invitations for official and unofficial functions and tracks attendance through RSVP calls and responses.

Provides guidance to all Embassy personnel regarding local protocol customs and procedures, as requested. Ensures proper order of precedence for speakers, seating of VIP's and other distinguished guests.

Produces all menus and place cards for official and unofficial entertaining at the Ambassador's Residence.

Works with Residence staff to ensure successful events. This includes but is not limited to set up and decoration, menu planning, shopping, developing timelines and serving etiquette.

Works with Residence staff and manages independent contractors (such as caterers, musicians, etc.) in organizing these official functions, often handling cash to pay these contractors.

Coordinates delivery and set-up of necessary equipment, (tables, podium, flags, etc.) as well as ensures that programs and schedules are accurately produced when necessary.

Incumbent attends all scheduled events to ensure all aspects of the event are in order and will remain until event is underway.

The Protocol Assistant prepares and tracks representational vouchers.

Other

Manages Residence staff to ensure the Residence is always presentable for guests. This includes but is not limited to ensuring staff are fully trained, efficient, and properly presented. Counsels staff if necessary and interviews staff when vacancies occur. Submits maintenance and utility requests. Incumbent works closely with Ambassador and his/her spouse on all Residence staff issues.

Provides American and Belizean flags and anthems on loan, as requested and when appropriate. Manages stock of representational supplies such as invitation cards, menu cards, place cards, and gratuity note cards.

Arranges airline and hotel reservations for the Ambassador, local and international, as required. Assists VIP and other travellers to Belize with country information, hotel accommodations, car rental, tours, etc.

Requests and confirms VIP lounge at the international airport for the Ambassador and other VIPs.

Manages the distribution of gratuities as requested throughout the year, as well as when the Embassy gives large numbers of gratuities during the holidays. Writes letters of 'congratulations,' 'regrets,' and 'thank you', and responds to e-mail requests.

INFORMATION

30% OF THE TIME

Incumbent manages Embassy database of over 1,000 local contacts ensuring that information remains accurate and up-to-date. Also ensures back-up copies are kept current and that no one can make changes to the database. Database includes address and contact information, as well as personal information such as past employment, family status, and political affiliation. Maintains files of biographical information on local government leaders and produces biographies as requested. Topics range from securing background notes on government agencies; identifying appropriate contacts, local customs and laws; locating Belize tourism information, and information on medical facilities, local history, etc. Maintains contact with mid- and high-level GOB officials, diplomatic corps members and private sector individuals.

DESIGNATED MONEY HOLDER

5% OF THE TIME

Incumbent is a designated money holder in accordance with 4 FAH-3 H-394.4 and is required to account for any advances within 24 hours of receipt. Incumbent is personally responsible to the Cashier for any funds received in advance.